

**1. I experience long wait times (the page doesn't load) when I click on links or buttons. I see a spinning wheel icon.**

If pages don't open or it takes considerable time to load them, try using one of the following browsers:

**List of compatible browsers:**

Internet Explorer V11

Google Chrome V58

Firefox 52

Safari V10.1

Microsoft Edge 39.x

**2. How do I reset my username and password?**

You will be able to retrieve or reset your username and/or password by clicking on the '*Forgot User Name*' or '*Forgot Password*' link on the Sign In page. Follow the instructions provided.

**3. How do I apply for a job at SickKids?**

All applications must be submitted online through our Careers page at <http://www.sickkids.ca/CareersVolunteering/careers/index.html>.

**4. Do you have any job openings that fit my qualifications?**

We encourage you to review current online job openings and apply to any of interest that match your qualifications.

**5. Can I drop off my resume at the Human Resources office?**

Applications for SickKids jobs are only accepted online via the Careers page: <http://www.sickkids.ca/CareersVolunteering/careers/index.html>).

We don't accept hand delivered or emailed applications. If you don't have a computer at home, consider submitting your application using a publicly accessed device (e.g., computer in your local a public library).

**6. Can you confirm receipt of my resume and the status of my application?**

After you apply online to a SickKids job opening, you will receive an email acknowledging the successful receipt of your application. If you are selected for an interview, a SickKids Talent Acquisition Specialist will contact you directly.

**7. Who should I address my cover letter to?**

Please address your cover letter to Human Resources.

### **8. How do I upload two documents (e.g., cover letter and resume)?**

Upload your cover letter and resume as one document. Our Careers site does not accept more than one attachment per job application.

### **9. I would like to speak with the hiring manager or recruiter directly. Can you provide me with their contact details?**

If the skills and qualifications you identify in your online application meet the requirements of a SickKids position, you will be contacted directly by a SickKids Talent Acquisition Specialist and invited for an interview. During the interview process, you will have the opportunity to speak directly with the hiring manager who will be able to answer any questions you may have.

### **10. I missed the deadline for the job I'm interested in. Can I still apply?**

We are unable to accept online applications beyond the job posting deadline.

### **11. Where do I find the pay scales for posted SickKids jobs?**

If you are offered a position after successfully applying for and interviewing with us, you will be able to discuss compensation details with the Talent Acquisition Specialist and hiring manager.

### **12. How do I submit an application to volunteer at SickKids?**

Our volunteer opportunities, information about eligibility, and program types are posted on the Volunteering page (<http://www.sickkids.ca/CareersVolunteering/volunteering/index.html>). If you are interested in applying to a posted opportunity, please submit your application online. If your skills and qualifications meet the requirements of the position, you may be contacted directly by Volunteer Resources and invited for an interview.

### **13. My organization is interested in establishing a program that enables staff to volunteer at SickKids. Who do I contact to set up this type of arrangement?**

SickKids unfortunately does not have opportunities for regular volunteering as a group. Individuals are welcome to apply online to posted volunteer opportunities.

However, we do have some activities that can be done as a group, offsite (i.e. not on SickKids premises) to support SickKids. If you are interested in finding out more, please contact [donations.coordinator@sickkids.ca](mailto:donations.coordinator@sickkids.ca) or 416-813-8787.

There are also group and corporate opportunities associated with our SickKids Foundation. If you are interested in finding out more, please contact [volunteers@sickkidsfoundation.com](mailto:volunteers@sickkidsfoundation.com).

**14. I'm trying to update my cover letter and resume, and keep receiving an error message that states there is a conflict.**

Your submitted application is linked to the job posting you applied for. As a result, you will not be able to modify or remove your application. Please ensure future applications are carefully reviewed before you submit your application.

**15. I have checked/addressed the above types of issues and I'm still having difficulty applying for a specific SickKids job. Who can I contact for assistance?**

Send an email to SickKids' [aSK HR](#) team. In your message, include a short description of the issues you are experiencing.

**PLEASE NOTE: we do not accept resumes sent to this inbox, but will respond to requests for technical assistance.**